



**Blood Bank of Hawaii**

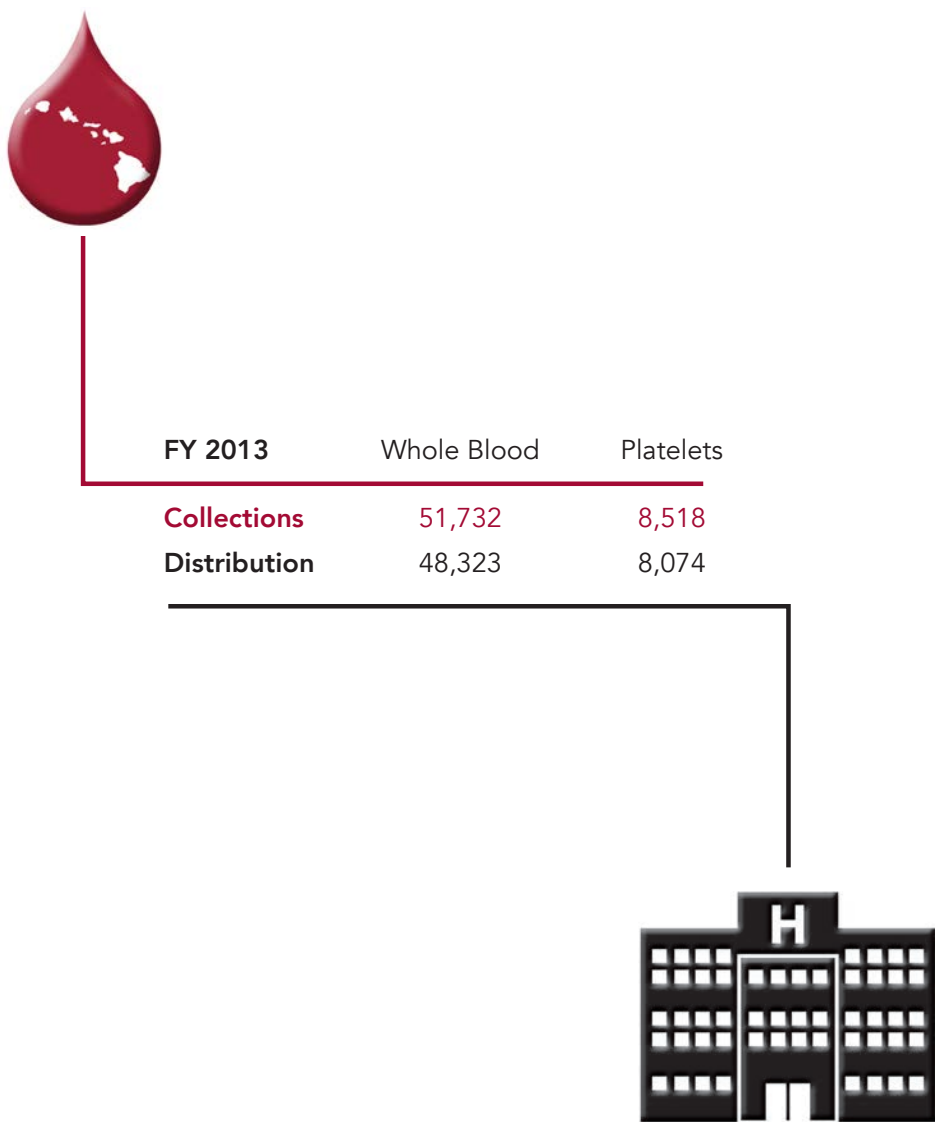
ANNUAL REPORT  
FISCAL YEAR 2013



**MORE THAN  
JUST BLOOD**

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## A COMMUNITY OF GIVERS

by Lori McCarney  
2013 Chair, Board  
of Trustees

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Blood is considered a biologic drug and therefore Blood Bank of Hawaii is strictly regulated by the U.S. Food and Drug Administration. The blood banking industry is responsible for collecting and manufacturing blood components in accordance with good manufacturing procedures (GMP). Blood is a product, and a subject of medical research and scientific studies. But before all that, blood is human, freely given by individuals to save others.

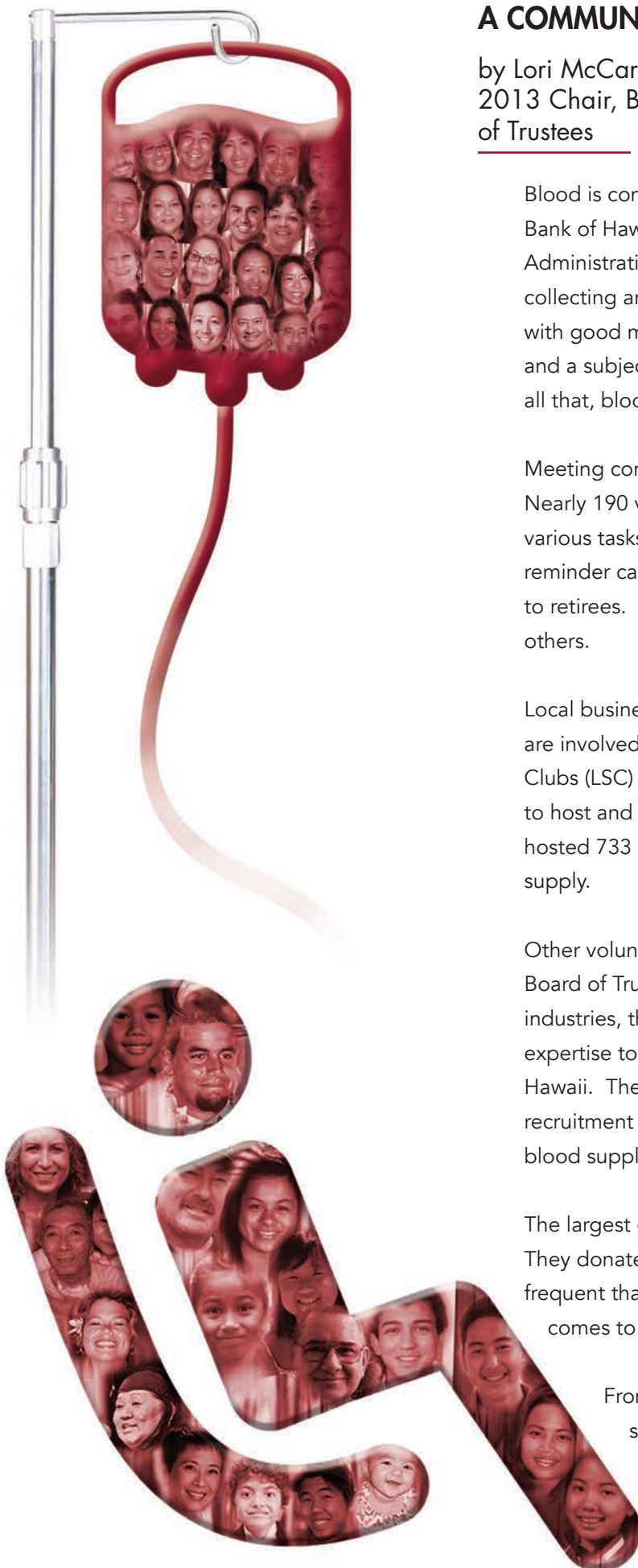
Meeting community blood needs takes a community of people. Nearly 190 volunteers work alongside 130 employees assisting in various tasks, from administrative support to donor appointment reminder calls. Volunteers range in age from high school students to retirees. The common bond they share is the desire to help others.

Local businesses, churches, schools, organizations and associations are involved for the very same reason. More than 150 Lifesaver Clubs (LSC) and supporters go above and beyond their daily work to host and recruit donors for blood drives. Last fiscal year, LSC hosted 733 drives, bringing in 58 percent of the state's blood supply.

Other volunteers who give of themselves are the 27-member Board of Trustees. As leaders in the community from all different industries, the Board of Trustees contributes their time and expertise to offer guidance and governance for Blood Bank of Hawaii. They serve on the medical, human resources, financial and recruitment committees focusing on the stewardship of the state's blood supply.

The largest group of volunteers - 23,191 strong - is blood donors. They donate an average of 2.6 times per year, which is more frequent than the national average of 1.9 times. In Hawaii when it comes to saving lives, the spirit of giving shines bright.

From various perspectives, blood is considered a drug, a scientific research project or a manufactured product. But at BBH, we honor the fact that blood is most importantly human.





## A SPECIAL **MAHALO** TO THE 2013 BOARD OF TRUSTEES

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23,191 VOLUNTEER  
BLOOD DONORS



130 EMPLOYEES and  
189 WORK VOLUNTEERS



27 BOARD of  
TRUSTEES



Blood banking is about more than having an adequate blood supply and safe products. It's about service.

### **Focusing on the Customer**

To best serve our hospital partners we need to understand what is of value to them. This past year Blood Bank of Hawaii (BBH) created the Hospital Services department to focus specifically on customer service and the development of value-added services to meet hospital needs. The quarterly BBH Technical Advisory Committee is an open forum opportunity for hospital customers to give us direct feedback, which help shape the direction and services we offer.

In FY2013, to increase partner engagement, BBH invited transfusion service medical directors to quarterly Board of Trustees Medical Committee meetings. Since many of the topics discussed concern patient transfusion issues, hospital input is critical. This forum is a conclave of hospital customers and industry colleagues, facilitating the exchange of ideas and knowledge.

## **SERVICE IS THE NAME OF THE GAME**

by Kim-Anh Nguyen, MD, PhD  
President and CEO

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From these critical conversations, we know healthcare providers are working in a dramatically different environment. Their scorecard has changed. Now three things are top-of-mind-- best care, for the lowest cost, for the most people. This *Triple Aim* is the basis for BBH's approach to serving hospital customers.

### **Patient-Centered Care**

BBH has teamed up with hospitals on improved patient services, offering HLA-compatible platelets for patients who do not respond to standard platelet transfusions. We are enhancing our immunohematology reference laboratory to solve difficult crossmatch cases, find compatible and/or rare blood, and help with transfusion reaction evaluations. BBH also provides medical

# PARTNERING *for*



PATIENT  
CENTERED  
CARE



CLINICAL  
EXCELLENCE



QUALITY  
CONSULTATION

consultations for clinicians to assist in the assessment and management of complex transfusion cases.

## **Clinical Excellence**

BBH shares the expertise of our board-certified Blood Banking and Transfusion Medicine professionals with our hospital partners to support their workforce development. BBH physicians, nurses, and laboratory staff are available for departmental lectures, grand rounds, and training sessions which can be used to provide staff or student education for medical or laboratory education credits. BBH is actively involved in the University of Hawaii's John A. Burns School of Medicine (JABSOM), the University of Hawaii's Bachelor of Science program in Medical Technology, and the University of Hawaii's pathology residency program.

Staying abreast of the latest transfusion medicine developments, we keep our hospital customers informed through electronic newsletters covering relevant news featuring hot topics, compliance alerts and breaking news from the industry.

## **Quality Consultation**

Blood centers must adhere to strict regulatory and quality requirements and BBH has an excellent track record with regulatory and accrediting agencies. As such, BBH is well-positioned to offer quality assurance consultation services to hospitals to ensure they are in compliance. Additionally, we arrange for periodic quality audits and administer on-site assessments.

## **Blood Management**

As hospitals focus on balancing cost savings and patient care optimization, blood utilization management is a valuable service BBH provides. Our staff serves on blood utilization committees and works closely with hospital transfusion professionals to target appropriate blood usage. We also equip hospitals with the necessary guidelines to help decrease unnecessary transfusions. By tracking blood utilization and offering our expertise on ways to improve inventory management and reduce wastage, we positively impact their bottom line.



# or TOMORROW



QUALITY  
EVALUATION



BLOOD  
MANAGEMENT



PATIENT  
SAFETY

## Population-Based Patient Safety Initiatives

Going beyond individualized patient treatment, we have completed implementation of preventative safety measures. An example is universal leukoreduction. Leukoreduced red blood cells (LR RBC) reduce the risk of transfusion-related adverse reactions. In the beginning of FY2013, BBH distributed 33 percent of LR RBC, which increased to 82.5 percent by fiscal year end and 100 percent by January 2014.

Along with leukoreduction, BBH is working towards a 100 percent apheresis (single donor) platelet inventory. Like LR blood products, apheresis platelets represent a safer alternative to pooled whole blood-derived platelets by exposing the patient to a single donor with each therapeutic dose.

## Future

As a business, we evolve and grow with the industry and our partners. Our expertise and quality excellence pave the way to innovative services, which are a natural outgrowth of our core competency.

We have expanded the use of apheresis technology beyond platelets, and collect immune cells from patients with advanced prostate cancer to be used in the first FDA-approved cellular cancer vaccine. These processes allow BBH to potentially further expand into other areas which can directly benefit patients – new cellular therapy treatments, collection of other products used for patient treatments, and blood-derived products for research and development.

The healthcare environment will continue to evolve and BBH will be in step. As a partner, rather than just a supplier, our hospital customers look for the service we provide, not just the blood.

# ANNUAL FINANCIAL STATEMENTS FY 2012-2013



	FY 2013			FY 2012		
	Unrestricted	Temporarily Restricted	Total	Unrestricted	Temporarily Restricted	Total
<b>OPERATING REVENUES</b>						
Blood components and commercial products						
Blood processing	\$11,511,107	\$ -	\$11,511,107	\$12,000,976	\$ -	\$12,000,976
Platelet pheresis	4,344,807	-	4,344,807	3,666,374	-	3,666,374
Salvage plasma	714,323	-	714,323	822,119	-	822,119
Laboratory fees	435,793	-	435,793	361,283	-	361,283
Cell therapy	101,350	-	101,350	-	-	-
<b>Total operating revenues</b>	17,107,380	-	17,107,380	16,850,752	-	16,850,752
<b>COSTS AND OPERATING EXPENSES</b>						
Blood components and commercial products	11,636,392	-	11,636,392	11,980,655	-	11,980,655
Recruiting, general, and administrative expenses	4,841,427	-	4,841,427	5,196,001	-	5,196,001
<b>Total costs and operating expenses</b>	16,477,819	-	16,477,819	17,176,656	-	17,176,656
<b>Change in net assets from operations</b>	629,561	-	629,561	(325,904)	-	(325,904)
<b>OTHER CHANGES</b>						
Interest and dividends	65,554	-	65,554	72,425	-	72,425
Net realized and unrealized gains on investments	60,934	-	60,934	225,119	-	225,119
Contributions	11,857	265,000	276,857	61,221	-	61,221
Other	74,012	-	74,012	46,736	-	46,736
Net assets released from restrictions by satisfaction of program restrictions	150,745	(150,745)	-	-	-	-
<b>Total other changes</b>	363,102	114,255	477,357	405,501	-	405,501
Change in net assets before pension liability adjustment	992,663	114,255	1,106,918	79,597	-	79,597
<b>PENSION LIABILITY ADJUSTMENT</b>	1,371,164	-	1,371,164	413,863	-	413,863
<b>CHANGE IN NET ASSETS</b>	2,363,827	114,255	2,478,082	493,460	-	493,460
<b>NET ASSETS AT BEGINNING OF FISCAL YEAR</b>	12,265,528	-	12,265,528	11,772,068	-	11,772,068
<b>NET ASSETS AT END OF FISCAL YEAR</b>	\$14,629,355	\$114,255	\$14,743,610	\$12,265,528	\$ -	\$12,265,528



## RELIABLE MOBILITY

BBH and Hawaii's patients rely heavily on two bloodmobiles to collect blood from donors across Oahu, who would not donate otherwise. To replace our aging bloodmobiles, we reached out to the community. In FY2013 we successfully fundraised \$300,000 for Phase 1 and purchased a new bloodmobile. Phase 2 is underway now.



Special thanks to our bloodmobile sponsors.

### MAJOR DONORS

Atherton Family Foundation  
Bank of Hawaii Foundation  
First Hawaiian Bank Foundation  
The Clarence T.C. Ching Foundation

HMSA Foundation  
ABC Stores  
Grove Farm  
Matson  
The Queen's Medical Center  
Servco Foundation  
Zippy's Restaurants

### ADDITIONAL DONORS

Edward & Anne Barron  
Wolf Breiman & Debbie Diamond  
HPM Foundation  
Island Insurance  
In memory of Dorothy Kobayashi  
The Kosasa Foundation  
Harriet Y. Kusunoki Trust  
Lynn Lively  
Monsantogether  
Newman's Own Foundation  
Pacific Business News  
Gerald Sumida

## MAHALO TO OUR COMMUNITY SUPPORTERS

BBH could not meet the needs of Hawaii's patients without community support. Whether it's providing locations for blood drives, donating resources or offering services, our community supporters play a vital role in saving lives.

AIPA Properties, LLC  
Alexander & Baldwin, Inc.  
American Assets Trust  
- Waialeale Center  
Aunty Sally Kaleohano's Luau Hale  
Cameron Center  
Castle & Cooke, Inc.  
- The Shops at Dole Cannery  
Cathedral of Our Lady of Peace  
CBRE Group, Inc.  
- Ewa Town Center  
- Kaneohe Bay Shopping Center  
- Pacific Park Plaza  
- Waianae Mall Shopping Center  
Church of the Holy Cross  
Colliers Monroe Friedlander, Inc.  
- Town Center of Mililani  
Cookie Corner Hawaii, Inc.  
Elk's Lodge #616  
Douglas Emmett, Inc.  
- 1132 Bishop  
Eagle Scout Hayden Morgan  
Eagle Scout Mason Mendoza  
Ewa Beach Elementary School  
Farrington High School's Health  
Occupation Students of America  
Hale Mahaolu  
Harold K.L. Castle Foundation / Kaneohe

Ranch Management Limited  
- Kailua Town Center  
- Kailua Farmer's Market  
Hawaiian Electric  
Hawaii Fire Fighters Association  
Hawaii Kai Library  
Hawaii Maoli  
Hawaii News Now  
Hawaii Pastors Roundtable  
Hawaii Reserves, Inc.  
- Laie Shopping Center  
Hawaiian Airlines  
Honpa Hongwanji Hilo Betsuin  
Honolulu Fire Fighters Association  
HSTA Retirees  
Hui Okinawa  
Kalihi Business Association  
Kauai War Memorial Convention Hall  
Kaunoa Senior Center  
Kihei Community Center  
Kiwanis Clubs  
- East Hawaii  
- Kauai  
- Maui  
- Pearl Harbor  
LesConcierges, Inc.  
Lions Clubs  
- Akaka Falls  
- Ala Moana  
- Pearl City  
Makai Magazine

Manoa Marketplace LLC  
Maui Economic Opportunity, Inc.  
Miss Hawaii Crystal Lee  
MW Group, Ltd.  
- Pioneer Plaza  
MMI Realty Services, Inc.  
- Kahala Mall  
- Kapolei Shopping Center  
- Pearlridge Center  
Olelo Community Media  
Pacific Office Properties Trust, Inc.  
- Waterfront Plaza  
Pearl Harbor Naval Shipyard  
Pedro Family  
PM Realty Group  
- Alii Place  
- Pacific Guardian Center  
Retired & Senior Volunteer Program (RSVP)  
Scholarship Chloe Sylva  
Scholarship Julie Shelly  
Senior Project Naomi Tse  
Senior Project Kahlani Adams  
St. Ann's Church  
The Church of Jesus Christ of  
Latter-Day Saints  
- Kahului Stake Center  
- Kona Stake Center  
- Waimea Hawaii Ward  
Sofos Realty  
- Koko Marina Shopping Center



# 58%

of  
ALL  
BLOOD  
COLLECTED  
COMES FROM  
LIFESAVER CLUBS

#### HIGH SCHOOL LIFESAVER CLUBS

Aiea High School  
Castle High School  
H. P. Baldwin High School  
Hawaii Youth Challenge Academy  
Henry J. Kaiser High School  
Hilo High School  
Iolani School  
Island Pacific Academy  
Kahuku High School  
Kailua High School  
Kaimuki High School  
Kalaheo High School

Kalani High School  
Kamehameha Schools-Kapalama Campus  
Kamehameha Schools-Maui Campus  
Kapaa High School  
Kapolei High School  
Kealahou High School  
King Kekaulike High School  
Le Jardin Academy  
Leilehua High School  
Maryknoll School  
Mid-Pacific Institute  
Mililani High School  
Moanalua High School  
Nanakuli High & Intermediate School

Pearl City High School  
President William McKinley High School  
Punahou School  
Radford High School  
Roosevelt High School  
Sacred Hearts Academy  
Saint Louis School  
W. R. Farrington High School  
Waiakea High School  
Waialua High & Intermediate School  
Waianae High School  
Waipahu High School

# Lifesaver CLUB

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Lifesaver Clubs are companies and organizations that host, sponsor and recruit for blood drives to help meet the blood needs of Hawaii's hospitals and patients. Businesses, churches, schools, civic clubs and associations all play a vital role in supporting the community. In fact, 58 percent of the state's blood supply comes from Lifesaver Clubs. Special thanks to our community partners in supporting BBH's mission.

Accuity, LLP  
Acura of Honolulu  
AECOM  
Alii Beach Medical Group  
Alpha Phi Omega Alumni Association  
Alston Hunt Floyd & Ing  
American Savings Bank, F.S.B.  
Ashford & Wriston, LLP  
AT&T  
Atlas Insurance Agency, Inc.  
Attention Plus Care  
Aulani, A Disney Resort & Spa  
Bank of Hawaii  
BMW of Honolulu  
Brigham Young University - Hawaii  
C&S Wholesale Grocers, Inc.  
Cades Schutte LLP  
Calvary Chapel of Honolulu at Komo Mai  
Calvary Chapel Pearl Harbor  
Carrier Hawaii  
Castle Medical Center  
Castle Resorts & Hotels  
Central Pacific Bank  
Central Union Church  
Chaminade University  
Charles Pankow Builders, Ltd.  
City & County of Honolulu  
County of Hawaii  
County of Kauai  
County of Maui  
Dr. K.B. Chun & Sons  
Farmers Insurance Hawaii, Inc.  
FCH Enterprises, Inc. (dba Zippy's)  
FedEx Express  
First Assembly of God  
First Hawaiian Bank  
First Presbyterian Church of Honolulu  
at Koolau  
Foodland Super Market, Ltd.  
GEICO Direct  
Goodsill Anderson Quinn Stifel, LLP  
Grand Hyatt Kauai Resort & Spa  
Halekulani Hotel  
Hawaii County Police Department  
Hawaii Gas  
Hawaii Independent Energy  
Hawaii Job Corps  
Hawaii Modular Space  
Hawaii Pacific Health  
- Pali Momi Medical Center  
- Kapiolani Medical Center for Women  
& Children  
- Straub Clinic & Hospital  
Hawaii Pacific University  
- Natural Sciences Student Association  
- Student Nurses' Organization  
Hawaii Prince Hotel

Hawaii State Federal Credit Union  
Hawaiian Dredging Construction  
Company, Inc.  
Hawaiian Electric Industries, Inc.  
- Hawaii Electric Light Company, Inc.  
- Hawaiian Electric Company, Inc.  
- Maui Electric Company, Limited  
Hawaiian Telcom  
HawaiiUSA Federal Credit Union  
Heald College  
Hawaii Medical Service Association  
Holy Family Catholic Academy  
HonBlue Inc.  
Honolulu Fire Department  
Honolulu Police Department  
Honpa Hongwanji Hawaii Betsuin  
Hope Chapel  
- Kahala  
- Kaneohe Bay  
- West Oahu  
Hawaii State Teachers Association  
Hawaii-Western Management Group  
Independent Order of Oddfellows  
International We Love U Foundation  
JW Marriott Ihilani Resort  
& Spa at Ko Olina  
Kailua Community Church  
Kailua United Methodist Church  
Kaimuki Christian Church  
Kaiser Permanente  
- Honolulu Clinic  
- Mapunapuna Clinic  
- Moanalua Medical Center and Clinic  
Kaneohe Yacht Club  
Kauai Marriott Resort  
Kuakini Health System  
Marist Hawaii Rugby Club  
McCorriston Miller Mukai MacKinnon LLP  
Milici Valenti Ng Pack  
Moanalua Gardens Missionary Church  
Monsanto Hawaii  
Monsanto Kihei  
New Hope  
- Diamond Head  
- Kapolei  
- Metro  
- Windward  
New York Life Insurance Company  
Nordic PCL Construction, Inc.  
Oahu Transit Services, Inc. (TheBus)  
Oceanic Time Warner Cable, Inc.  
Olelo Community Media  
Omega Psi Phi Fraternity, Inc.  
One Love Ministries  
ONO Construction, LLC  
Our Lady of Perpetual Help  
Outrigger Enterprises Group

- Embassy Suites Waikiki Beach Walk  
- Ohana Waikiki East  
Pacific Resources for Education & Learning  
Parsons Brinckerhoff  
Prudential Locations LLC  
Resurrection of the Lord Catholic Church  
Roberts Hawaii, Inc.  
Servco Pacific Inc.  
Shriners Hospital for Children  
Simplex Grinnell  
Solid Rock Ministries Kona  
St. John Vianney Parish  
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Starwood Hotels & Resorts  
- Princess Kaiulani  
- Sheraton Waikiki  
- Royal Hawaiian, A Luxury Collection  
Resort  
- Moana Surfrider  
State Farm Insurance  
State of Hawaii  
Sure Foundations Hilo  
The Bridge Church of the Nazarene  
The Church of Jesus Christ  
of Latter-Day Saints  
- Hawaii Kai Stake  
- Hilo Stake  
- Kalaeloa Chapel  
- Makakilo Hawaii Stake  
- Waianae Chapel  
The Kahala Hotel & Resort  
The Queen's Health Systems  
Times Super Market  
Tony Group Autoplex  
Transportation Security Administration  
- Kahului Airport  
Turtle Bay Resort  
UHA Health Insurance  
United States Government  
University of Hawaii Systems  
- Honolulu Community College  
- John A. Burns School of Medicine  
- Kapiolani Community College  
- Kauai Community College  
- Leeward Community College  
- University of Hawaii at Hilo  
- University of Hawaii at Manoa  
- Windward Community College  
- University of Hawaii West Oahu  
Wahiawa General Hospital  
Waianae Coast Comprehensive  
Health Center  
Waikiki Beach Marriott Resort & Spa  
Wilson Okamoto Corporation  
Wyndam Vacation Ownership  
Young Brothers, Ltd.





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